

Question Set:

Chapter 2: Management Process

Q.1 Schools of management are as follows:

- a) The Classical School
- b) The Behavioral school
- c) The quantitative or management science school
- d) All of the Above

Q.2 The area of Classical School are :

- a) Scientific Management
- b) Administrative Management
- c) Bureaucratic Management
- d) All of the Above.

Q.3 The great thought of motivating the workers or employees for better results have come up from _____ of management.

- a) The Classical School
- b) The Behavioral school
- c) The quantitative or management science school
- d) All of the Above

Q.4 The main areas of quantitative or management science school are:

- a) Management Science
- b) Operations Management
- c) Management information systems
- d) All of the Above

Q.5 The Center point of _____ is about applying management principles and processes as per the unique characteristics of situation.

- a) The Contingency school

- b) The behavioral school
 - c) The quantitative or management science school
 - d) The Systems School
- Q.6** _____ is recruitment of right people at right place in an organization.
- a) Planning
 - b) Organizing
 - c) Staffing
 - d) Controlling
- Q.7** Levels of Management are :
- a) Strategic Level
 - b) Tactical Level
 - c) Operational Level
 - d) All of the Above.
- Q.8** On _____ only few people working on lower level are largest than_____.
- a) Strategic Level
 - b) Tactical Level
 - c) Operational Level
 - d) All of the Above.
- Q.9** The Functions of Top level Management are:
- a) Defining goal of an organization or business.
 - b) Defining Mission and Vision
 - c) Making different long term policies for an organization
 - d) All of the Above.
- Q.10** Top level includes people like:
- a) Managing Directors(MD)
 - b) Chairman
 - c) Chief Executive Officers(CEO)
 - d) All of the Above.
- Q.11** Employees get energized due to
- a) Controlling
 - b) Planning
 - c) Motivation
 - d) Decision-Making

Q.12 Which is the last need (higher) in Maslow's need hierarchy?

- a) Self-actualization needs
- b) Social needs
- c) Physiological needs
- d) Safety needs

Q.13 "They expect less but contribute more"- This happens in which phase?

- a) Social needs
- b) Self-actualization needs
- c) Safety needs
- d) Esteem needs

Q.14 How many needs are mentioned in Maslow's needs?

- a) 3
- b) 4
- c) 5
- d) 6

Q.15 Do the proper ascending sequence (down to up) of Maslow's needs

- 1. Physiological needs
 - 2. Security Needs
 - 3. Love/affection needs
 - 4. Social needs
 - 5. Self-actualization needs
- a) 1-2-3-4-5
 - b) 1-3-4-2-5
 - c) 1-4-3-2-5
 - d) 2-1-3-4-5

Q.16 Food, Water, Shelter are _____ needs.

- a) Physiological
- b) Esteem
- c) Social
- d) Safety

- Q.17 Which is the first need in Maslow's need hierarchy?**
- a) Physiological
 - b) Security
 - c) Social
 - d) Self-actualization
- Q.18 Need-want-satisfaction chain is invented by**
- a) Fayol
 - b) Talor
 - c) Drucker
 - d) Maslow
- Q.19 Which is not the technique for effective decision-making in core company?**
- a) Linear Programming
 - b) Simulation
 - c) Outsourcing
 - d) Dynamic Programming
- Q.20 Which of the following is the advantage of effective decision-making**
- a) No Delays
 - b) Quick actions
 - c) No confusion
 - d) All are correct
- Q.21 First step in Decision making is**
- a) Recognize the problem
 - b) Evaluation
 - c) Analysis
 - d) Finding out alternatives
- Q.22 Control System having feedback is**
- a) Reverse System
 - b) Feedback Control
 - c) Open loop System
 - d) Closed loop System

- Q.23 Who is known as the father of scientific management?**
- a) Alfred Marshall
 - b) Mathew Boulton
 - c) F.W. Taylor
 - d) Henry Gantt
- Q.24 Who is known as the father of modern management?**
- a) Max Weber
 - b) Henry Fayol
 - c) Mary Follet
 - d) Henry Gantt
- Q.25 Fredrick Taylor stressed on:**
- a) Selecting the right people for the right job
 - b) Division of labour
 - c) Unity of command
 - d) Unity of direction
- Q.26 Fayol suggested that organisations can be subdivided into _____ main groups of activity.**
- a) 12
 - b) 4
 - c) 14
 - d) 6
- Q.27 Who is credited with having developed the concept of a priority or hierarchy of needs?**
- a) F. W. Taylor
 - b) Abraham Maslow
 - c) Max Weber
 - d) Mary Follet
- Q.28 Arya Chanakya's Arthashastra written in the 3rd Century BC provides guidelines for:**
- a) The policies of governance of a kingdom and people Management
 - b) How to work

- c) Utilization of the organization's strength and the importance of discipline.
- d) The policies and objectives of an organization.

Q.29 In the early writings on management, The Art of War was written by:

- a) Arya Chanakya
- b) Mark Twain
- c) Sun Tzu
- d) Adam Smith

Q.30 The breakdown of operation in a product's manufacturing into small and repetitive tasks is recommended by:

- a) Peter Drucker
- b) James Watt
- c) F.W.Taylor
- d) Adam Smith

Q.31 Getting the things done from others is called as

- a) Management
- b) Adjustment
- c) Organization
- d) Direction

Q.32 Out of mentioned below, which is not the input of management?

- a) Human resources
- b) Financial resources
- c) Growth
- d) Technology

Q.33 Out of mentioned below, which is not the output of management?

- a) Desired results
- b) Goal Achievement
- c) Technology
- d) Status in Market

- Q.34** Following are mentioned few duties which is not the duty of management?
- a) To keep stability
 - b) To motivate staff
 - c) To reduce wastages
 - d) To do manufacturing
- Q.35** When there is no management , then what will not happen?
- a) Overlapping of duties
 - b) Wastages of resources
 - c) Poor functioning of executives
 - d) Mature work culture
- Q.36** Mc Gregor has given his contribution in
- a) Concept of bureaucracy
 - b) Motion study
 - c) Theory X and Theory Y
 - d) Time Study
- Q.37** “Management is getting the things done by others” – is said by
- a) Henry Fayol
 - b) Drucker
 - c) Mery Parker
 - d) Fayoul
- Q.38** Henry Fayol has given _____principles of management.
- a) 14
 - b) 12
 - c) 16
 - d) 13
- Q.39** Following is not the principle of management
- a) Initiative
 - b) Scalar Chain
 - c) Staffing
 - d) Responsibility
- Q.40** Position, designation, seniority defines

- a) Centralization
 - b) Authority
 - c) Initiative
 - d) Scalar chain
- Q.41 Meaning of _____ is right to command.**
- a) Authority
 - b) Stability
 - c) Scalar chain
 - d) Initiative
- Q.42 Which statement is wrong?**
- a) Authority is the power to act.
 - b) Authority cannot be delegated
 - c) Higher the post, Higher is the Authority
 - d) Authority is right to command.
- Q.43 What is second side of coin of Authority?**
- a) Position
 - b) Power
 - c) Responsibility
 - d) Remuneration
- Q.44 First step in planning is**
- a) Establish goals
 - b) Identify resources
 - c) Prioritize goals
 - d) Establish tasks
- Q.45 Which is the next function after planning?**
- a) Scheduling
 - b) Organizing
 - c) Staffing
 - d) Decision-making
- Q.46 'The assignment of each grouping to a manager with the authority necessary supervise it' , is called as**
- a) Planning
 - b) Staffing
 - c) Organizing

- d) Controlling
- Q.47 Out of following, which is the first activity in organizing?**
- a) Assigning the activities to managers
 - b) Grouping the Organizing
 - c) Delegation of authority to managers
 - d) Identifying the activities
- Q.48 Providing correct way of working is**
- a) Planning
 - b) Organizing
 - c) Directing
 - d) Controlling
- Q.49 Which statement is wrong?**
- a) Directing is one time activity
 - b) Directing should not be autocratic
 - c) Directing needs good vision in leadership
 - d) Directing needs communication and motivation as supportive functions.
- Q.50 _____ is like a brake system in automobiles.**
- a) Directing
 - b) Planning
 - c) Controlling
 - d) Management
- Q.51 Work on correct track with correct speed is possible by**
- a) Planning
 - b) Organizing
 - c) Directing
 - d) Controlling
- Q.52 Techniques not used for control function are**
- a) CPM
 - b) PERT
 - c) Audit
 - d) Budget
- Q.53 Out of following which is not the characteristic of controlling?**

- a) It is a starting function
 - b) It needs at any time
 - c) It is flexible
 - d) It is dynamic in nature
- Q.54 To motivate workers Taylor suggested**
- a) A differential piece rate method of payment
 - b) To pay more salary
 - c) To give less work
 - d) To provide festival bonus
- Q.55 Gantt chart represents:**
- a) A critical activities in a project
 - b) Schedule of project
 - c) Predetermined duration and actual progress of activities
 - d) Details of design of a project
- Q.56 Who developed a theory on Motion Study?**
- a) Taylor
 - b) James Watt
 - c) Gilbreth
 - d) Peter Drucker
- Q.57 Authority hierarchy, rules and procedures and division of roles and responsibilities to manage work are all features of:**
- a) Taylor's principle of management
 - b) Fayol's principle of management
 - c) General administrative theory .
 - d) Weber's bureaucratic organization
- Q.58 Mary Follett developed the theory of group dynamics for:**
- a) Revolution of conflict
 - b) Deciding wages
 - c) The communication process
 - d) Doing large scale tasks
- Q.59 Possibly the most important pre-20th century influence on management was:**
- a) Scientific Management
 - b) Middle Management

- c) The industrial revolution
 - d) The division of labour
- Q.60 Who is recognized as “The man who invented management”?**
- a) F.W. Taylor
 - b) Elton Mayo
 - c) Peter F. Drucker
 - d) Henri Fayol
- Q.61 Who is responsible for the actual operations of various departments?**
- a) Top Management
 - b) Board of Directors
 - c) Middle Management
 - d) Frontline Management
- Q.62 _____ sets the vision and mission of the organization**
- a) Top Management
 - b) Middle Management
 - c) Frontline Management
 - d) Board of Directors
- Q.63 The road objectives and policies are decided by:**
- a) Regional Manager
 - b) Marketing Manager
 - c) Supervisor
 - d) Chief Executive Officer
- Q.64 When we classify managers according to their level in the organization , they are described as:**
- a) Functional, staff and line managers
 - b) Top managers, Middle Managers and Supervisors
 - c) Higher level and lower level managers
 - d) General Managers and administrative managers
- Q.65 Top level managers engage chiefly in _____ planning or long range planning.**
- a) Human Resource
 - b) Financial

- c) Succession
 - d) Strategic
- Q.66** “Analysis of causes of deviations” is a part of which process?
- a) Motivation
 - b) Teamwork
 - c) Controlling
 - d) Leadership
- Q.67** Which of the following is not a basic function of the management process?
- a) Controlling
 - b) Organizing
 - c) Working
 - d) Leading
- Q.68** _____ determines specific goals and lays down the broad areas within which the goals are to be attained.
- a) Organization
 - b) Management
 - c) Business
 - d) None of given above
- Q.69** _____ is a communication that flows from a higher level to lower level in the organization.
- a) Horizontal communication
 - b) Upward Communication
 - c) Downward Communication
 - d) None of given above
- Q.70** A _____ is a long term goal.
- a) Plan
 - b) Operation
 - c) Innovation
 - d) Vision
- Q.71** _____ is the judgment of future.

- a) Forecasting
- b) Planning
- c) Mission
- d) Organizing

Q.72 _____ are an organization's objectives, and _____ are the documented ways that organizations intend to meet those objectives.

- a) Standing plans, single-use plans
- b) Stated goals ,real goals
- c) Goals, plans
- d) Specific plans, Directional Plans

Q.73 Getting work done with a minimum of effort, expense or waste is the definition of:

- a) Efficiency
- b) Effectiveness
- c) Productivity
- d) Planning

Q.74 The planning process is used to prepare _____ in an organization.

- a) Advancement
- b) Technologies
- c) Discoveries
- d) Budgets

Q.75 _____ reduces uncertainty.

- a) Negotiating
- b) Planning
- c) Organizing
- d) Leading

Q.76 _____ is proved to be a smart technique that allows everybody to do the job as per their skills or specialization

- a) Division of work
- b) Authority and responsibility
- c) Discipline
- d) All of the above

- Q.77** _____ results into better output in terms of work.
- a) Division of work
 - b) Authority and responsibility
 - c) Discipline
 - d) All of the above
- Q.78** _____ is a right for giving orders and the power to ensure obedience.
- a) Division of work
 - b) Authority and responsibility
 - c) Discipline
 - d) All of the above
- Q.79** _____ is given to a manager (supervisor) to get the work done from his or her subordinates.
- a) Division of work
 - b) Authority
 - c) Discipline
 - d) All of the above
- Q.80** _____ is important not only for the individual but for an organization too.
- a) Division of work
 - b) Authority
 - c) Discipline
 - d) All of the above
- Q.81** _____ is a policy making function.
- a) Production
 - b) Plan
 - c) Work
 - d) Administration
- Q.82** Which Managers supervise and coordinate the activities of operating employees?
- a) Production Manager
 - b) Frontline Manager
 - c) Section Head
 - d) Operations Manager

- Q.83 Who is not a middle manager?**
- a) General Manager
 - b) Production Manager
 - c) Section Head
 - d) Marketing Manager
- Q.84 _____ does not belong to Henry Fayol's 14 principles of management.**
- a) Standardization
 - b) Scalar chain
 - c) Authority
 - d) Discipline
- Q.85 The process of inspiring the subordinates to put in their best is known as**
- a) Motivation
 - b) Teamwork
 - c) Management
 - d) Leadership
- Q.86 _____ converts efforts into results.**
- a) Goal
 - b) Business Plan
 - c) Vision
 - d) Strategy
- Q.87 Plans that apply to the entire organization, establish the organization's overall objectives and seek to position the organization in terms of its environment are called:**
- a) Tactical Plans
 - b) Strategic Plans
 - c) Single-use plans
 - d) Operational plans
- Q.88 Which is not a type of communication?**
- a) Voice mails
 - b) Publications
 - c) Formal presentations
 - d) Listening

Q.89 _____ is the process of getting activities completed efficiently and effectively with and through other people.

- a) Leading
- b) Supervision
- c) Controlling
- d) Management

Q.90 _____ is the process by which an organization decides what it will sell, to whom, when and how.

- a) Strategic Management
- b) Planning
- c) Selling
- d) Marketing

Q.91 The five management functions of planning, organizing, commanding , coordinating and controlling were proposed by:

- a) F.W. Taylor
- b) Henry Ford
- c) Chester Barnard
- d) Henri Fayol

Q.92

Answers:

1.d	2.d	3.b	4.d	5. a	6.c
7.d	8.b	9.d	10.d	11. c	12.c
13.b	14.5	15. a	16.a	17.a	18.d
19.c	20.d	21.a	22.d	23.c	24.b
25.a	26.d	27.b	28.a	29.c	30.d
31.a	32.c	33.c	34.d	35.d	36.c
37.c	38.a	39.c	40.b	41.a	42.b
43.c	44.a	45.b	46.c	47.d	48.c
49.a	50.c	51.d	52.d	53.a	54.a
55.c	56.c	57.d	58.a	59.c	60.c
61.c	62.a	63.d	64.b	65.d	66.c

Chapter 2: Management Process

Subject : MANAGEMENT

67.c 68.d 69.c 70.d 71.a 72.c
73.a 74.d 75.b 76.a 77.a 78.b
79.b 80.c 81.d 82.b 83.a 84.a
85.a 86.b 87.b 88.d 89.d 90.d
91.d